

<b>Customer Engineer</b>	
<b>Primary Function</b>	To analyze and resolve desktop, portable, and peripheral hardware problems. Duties may include: hardware remedial maintenance, preventive maintenance, installation, and moves of desktop equipment and related devices.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>• <b>Performs</b> remedial repair and preventive maintenance</li> <li>• <b>Installs manufacturers</b> Engineering Change Orders and Field Change Orders</li> <li>• Manages replacement parts inventories to meet service levels</li> <li>• <b>Performs</b> hardware installation, de-installation, moves, adds, and changes</li> <li>• Customizes desktop hardware to meet user specifications and site standards</li> <li>• Uses diagnostic tools to trouble shoot basic hardware problems</li> <li>• Familiarizes end users with respect to basic hardware and peripheral device operation</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Strong knowledge of technology products (e.g. peripherals, printers, desktops, laptops)</li> <li>• Strong knowledge of <b>warranty</b> and contract service level agreements</li> <li>• Strong understanding of <b>warranty</b> processing for supported products</li> <li>• Understanding of parts management systems</li> <li>• Understanding of service management process</li> <li>• Understanding of diagnostic utilities</li> <li>• Understanding of <b>safety</b> procedures related to the electrical, <b>environmental</b>, and physical hazards associated with IT <b>products/services</b></li> <li>• Strong knowledge of desktop operating systems</li> <li>• Strong <b>knowledge of hardware configurations and setup</b></li> <li>• Strong knowledge of network connectivity</li> <li>• Ability to effectively communicate technical <b>information</b>, orally and <b>in writing</b>, to non-technical audiences</li> <li>• Strong <b>interpersonal</b> skills</li> <li>• <b>Strong listening skills</b></li> <li>• Ability to operate effectively in a team environment with both technical and non-technical team members</li> <li>• Ability to anticipate, identify, and resolve problems</li> </ul>

	<ul style="list-style-type: none"><li>≡ Ability to <del>operate</del> with minimal <del>supervision</del></li><li>≡ Ability to manage time effectively, set priorities appropriately, and schedule calls</li><li>≡ Ability to maintain professional demeanor under <b>stress</b></li><li>≡ Ability to identify opportunities for other IT solutions services/products in customer environment</li><li>≡ Ability to operate within customer standard operating procedures</li><li>≡ Technical degree or equivalent experience</li><li>≡ Obtain A+ Certification within 90 days</li></ul>
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Lead – UNIX/Cisco Power Teams	
<b>Primary Function</b>	Coordinates UNIX/Cisco products/services/consulting to State Store customers.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>• Leads UNIX/Cisco projects and monitors the progress of these projects</li> <li>✎ Prioritizes projects and assignments</li> <li>✎ Responsible for monitoring employees, and ensuring adequate staffing and performance levels are maintained</li> <li>✎ Establishes an attitude of teamwork and a focus on achieving the highest level of customer satisfaction</li> <li>✎ Meets periodically with customers and staff to review services delivery and customer satisfaction</li> <li>✎ Develops local staff training and certification plans and ensures that adequately trained and certified staff exist to meet State Store and vendor requirements</li> <li>✎ Reviews customer satisfaction surveys and takes appropriate action</li> <li>✎ Understands competitive hardware/software offerings</li> <li>✎ Directs support for hardware/software pilot or evaluation sites and/or applications</li> <li>✎ Augments sales efforts by supplying additional technical knowledge and support to the GECITS store staff</li> <li>• Participates in product presentations</li> <li>✎ Provides post-sales support to ensure acceptance of products</li> <li>✎ Directs installation assistance, on selected products, to expedite the customer's integration of product into their environment; this includes media conversion, program conversion, application consulting etc.</li> <li>✎ Arranges customer product training if necessary, to ensure customer's ability to fully utilize hardware/ software</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>✎ Strong understanding of Internetworking environment</li> <li>✎ Projects image of credibility regarding technical issues/product evaluation</li> <li>✎ Must have the ability to communicate and present technical material in a clear, concise, and professional manner</li> <li>✎ Excellent oral and written communication skills</li> <li>✎ Must possess three years computer industry experience</li> <li>✎ Effectively utilizes management, clerical support, and technical resources</li> </ul>

	<ul style="list-style-type: none"><li>Excellent verbal and written communication skills</li><li>Organized and <b>self-disciplined</b></li><li>Bachelor's Degree or equivalent experience</li><li>Ability to demonstrate and present <b>proprietary</b> products</li><li>Strong problem solving skills</li></ul>
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<b>UNIX System Engineer</b>	
<b>Primary Function</b>	To provide pre-sales, design, and configuration services and other related activities on UNIX equipment. To interpret technical issues involved in UNIX equipment design and installation, and to communicate solutions.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provides technical interface/support of customers and vendors</li> <li>• Responsible for high-level technical support on hardware and software products</li> <li>• Provide technical expertise at the detail level on entire product lines</li> <li>• Responds to questions regarding hardware products, systems software products, and their various features, both current and future</li> <li>• Understands competitive hardware/software offerings</li> <li>• Provides support for hardware/software pilot or evaluation sites and/or applications</li> <li>• Provides backup technical assistance to field service personnel</li> <li>• Maintains and updates paperwork for installation and network support contracts</li> <li>• Provides and maintains the UNIX Planning Questionnaire and Guides</li> <li>• <b>Analyzes</b> completed UNIX Planning Questionnaire and provides workstation design services</li> <li>• Conducts <b>meetings</b> with agencies as necessary in support of UNIX workstation design services</li> <li>• Develops functional UNIX workstation descriptions and detailed product lists based on workstation design services</li> <li>• <b>Installs UNIX</b> equipment and troubleshoots systems problems to ensure equipment <b>meets customer needs</b></li> <li>• Provides technical support to Technical Consultant</li> <li>• Augments sales efforts by supplying a high degree of technical knowledge and support to the GECITS store <b>staff</b></li> <li>• Reviews and <b>analyzes</b> customer applications and <b>requirements</b> in order to recommend appropriate <b>hardware/software</b> solutions</li> <li>• <b>Provides technical</b> research and configuration analysis</li> <li>• Evaluates <b>and/or recommends</b> systems <b>configurations</b> based on <b>analysis</b> of customer's application requirements to ensure customer satisfaction</li> <li>• <b>Tests new UNIX hardware and software enhancements</b></li> <li>• <b>Instructs and demonstrates</b> enhancements to customers</li> <li>• Provides UNIX technical and project management as necessary</li> </ul>



	<ul style="list-style-type: none"> <li>• <b>Participates</b> in the preparation and delivery of product presentations</li> <li>• Provides post-sales support to ensure acceptance of products</li> <li>• Provides installation assistance on selected products to expedite the customer's integration of product into their environment; this includes media conversion, program conversion, application consulting etc.</li> <li>• Provides customer product <b>training</b> to ensure customer's ability to fully utilize hardware/ software</li> <li>• Maintains contact with customers to ensure satisfaction with GECITS products and services</li> <li>• Responds quickly to customer questions regarding computer hardware and standard software problems</li> <li>• May go to customer site to solve specialized hardware or software problems on microcomputer products</li> <li>• Responsible for <b>tracking</b> revisions/releases and upgrades on standard microcomputer products, and informing all applicable store personnel</li> <li>• Obtains and maintains UNIX manufacturer training and certifications</li> <li>• Provides <b>software</b> product instruction to customers and store employees as specified on bimonthly schedules</li> <li>• Is knowledgeable in the elements of instruction • uses same in classroom lessons</li> <li>• Uses various tools efficiently to support subject matter, (i.e., hardware, printouts, visual aids, lecture, etc.)</li> <li>• <b>Communicates</b> with management on a regular basis to provide input/information on service and support <b>needs/problems</b></li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• College degree <b>preferred</b></li> <li>• <b>UNIX training/certification</b> required <b>if warranty</b> services are to be performed</li> <li>• Minimum two years computer/electronics schooling</li> <li>• Eighteen months related experience in the last 24 months.</li> <li>• High-level understanding of LAN and WAN concepts.</li> <li>• Ability to <b>perform</b> high level/detail level technical support on entire <b>hardware/software</b> product line</li> <li>• Must have the ability to communicate and present technical <b>material</b> <b>in</b> a clear, concise, and <b>professional</b> manner</li> <li>• Excellent <b>oral</b> and written communication skills</li> <li>• <b>Can install, configure,</b> and operate complex computer systems</li> </ul>



Account/Sales Manager	
<b>Primary Function</b>	To provide on-site, customer account management visits. To sell products and services to State Store customers in a knowledgeable and professional manner. To maintain and grow relationships with current customers and to secure new customers. To represent in a highly competent manner, the State Store, and the computer industry to State and other governmental employees. To support conferences and on-site-seminars as necessary.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>Recommends products and services to customers of the State Store</li> <li>Attains customer satisfaction and maintains positive customer relations</li> <li>Handles complaints in a positive manner</li> <li>Determine and convey product availability to customers</li> <li>Becomes a trusted advocate and source for State and governmental employees and departments</li> <li>Maintains a high level of competence on all products and technology through regular training and vendor contact</li> <li>Makes sales contacts (existing and new accounts) on a regular basis to maintain and grow the store business</li> <li>Regularly conducts or participates in marketing seminars as appropriate</li> <li>Recommends and presents State Store <b>solutions</b> to the customer</li> <li>Demonstrates the products involved when necessary</li> <li>Promptly returns phone calls</li> <li>Conducts on-site account management visits with customers on a <b>regular</b> basis to discuss satisfaction with store services, budgeting requirements, and short and long-term strategies</li> <li>Travels to customer locations to discuss products and services offered under the contract</li> <li><b>Provides</b> product evaluation of hardware end software at customer facilities</li> <li>Understands and is able to present <b>GECITS</b> products and services</li> <li>Provides product comparisons and compatibility <b>information</b> for customer personnel</li> <li><b>Consults with</b> customers on technology, strategic, planning and budgeting issues on request</li> <li>Provides single user system <b>configuration</b></li> <li><b>Provides</b> workstation detailed design, <b>configuration</b>, and recommended product list</li> </ul>

	<ul style="list-style-type: none"><li>⌘ Provides reports to management on a timely basis</li><li>⌘ Prepares proposals or makes presentations to customers when necessary</li><li>⌘ Effectively utilizes management support and technical resources</li><li>⌘ Displays a sincere, dependable effort and positive work attitude in all areas of responsibility</li><li>⌘ Projects a positive image of the State Store and GECITS at all times</li><li>⌘ Serves as backup to other <b>Account/Sales</b> Managers</li></ul>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>⌘ Must possess hardware, software, and etc. sales experience (at least 18 months)</li><li>⌘ Excellent verbal and written communications skills</li><li>⌘ Ability to understand and communicate technical information</li><li>⌘ Ability to demonstrate and present proprietary products and services</li><li>⌘ College degree preferred</li></ul>



Software Product Specialist	
<b>Primary Function</b>	To provide software product sales and expertise externally to customers, and expertise internally to <b>Account/Sales</b> Managers and technical staff
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>⌞ Works with sales team to present new material and <b>refresh</b> product <b>knowledge</b></li> <li>⌞ Works closely with State and manufacturers to ensure compliance with <b>software</b> site licensing</li> <li>⌞ Responsible for maintaining strong regional relationships with vendor partners</li> <li>⌞ Provides expertise and support in selling <b>software</b> licensing</li> <li>⌞ Responsible for supporting all activities related to selling <b>software</b> licensing contracts</li> <li>⌞ Works closely with sales team to ensure all other service product opportunities are leveraged</li> <li>⌞ Maintains and provides expertise in relation to pipeline of new <b>software</b> opportunities</li> <li>⌞ Drives overall software business</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>⌞ Advanced Software Volume Licensing and Maintenance (<b>VLM</b>) experience</li> <li>⌞ Proven sales experience while continually meeting or exceeding sales quotas</li> <li>⌞ Excellent problem solving skills</li> <li>⌞ Ability to effectively manage numerous concurrent projects</li> <li>⌞ <b>Outstanding oral</b> and written communication skills</li> </ul>

<b>Customer Service/Inside Sales Representative</b>	
<b>Primary Function</b>	To provide responsive customer service representation to the State on a maximum 24 hour call back or e-mail response basis to respond to requests for information such as an order and/or order <b>configuration</b> information, follow-ups on delivery schedules, questions regarding invoices, equipment installation or operation information, etc. To <b>furnish</b> complete, accurate, timely information, and the resolution of issues or problems by telephone or e-mail. To provide the highest level of services and organizational support available with a dedication to serve the customer with the utmost professional conduct.
<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>• Serve as <b>front-line</b> personnel that work directly with State Store's customer agencies (over the telephone)</li> <li>• Furnish complete, accurate, and timely information, and resolves issues and/or problems by telephone or e-mail</li> <li>• Provide the highest level of service and support available with a dedication to serve the customer with the utmost professional conduct</li> <li>• Be available on a maximum 24 hour call back or e-mail response basis to respond to requests for information</li> <li>• Provides ordering <b>information</b>, part numbers, descriptions, and pricing</li> <li>• Receives mail and <b>fax</b> orders</li> <li>• <b>Provides</b> outstanding customer service</li> <li>• Responds to requests for <b>information</b></li> <li>• Furnishes complete, accurate, and timely information</li> <li>• Resolves problems</li> <li>• Fax's purchase orders and other miscellaneous correspondence</li> <li>• Records and/or verify customer and order <b>information</b></li> <li>• Enters order into system</li> <li>• Supports Account/Sales <b>Managers</b> as necessary</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• <b>High</b> school education and one to three years of customer service experience; or equivalent combination of education and experience</li> <li>• Strong oral and written communication skills</li> <li>• Working knowledge of computer keyboard, typing skills, and 10 key experience</li> <li>• Strong attention to detail</li> <li>• Strong problem solving skills</li> </ul>

## **C3. Electronic Product, Pricing Catalog, and Tracking System**

In responding to this RFP, suppliers must propose an electronic product and pricing catalog and an electronic order tracking system. Thirty (30) days after contract award, the system, when fully operational, must meet the minimum requirements as specified in Section VI, Requirements F1 and C1.2.m. However, for bid evaluation purposes only, the bidder is only required to demonstrate how they will meet the system(s) minimum requirements specified in Section VI, Requirement F1, C1.2.m. In order for the State to evaluate the system(s) and assign Quality and Service points in this category, suppliers must provide sufficient information with their draft and final proposals to give the State a clear, unquestionable understanding of the system(s) proposed. At a minimum, this should include:

- A demonstration of the electronic catalog and its capabilities
- A thorough narrative description of the system(s) proposed
- Help feature to assist customers
- Schematics and/or photographs of system screens
- Electronic access to the electronic catalog, tracking system, and bulletin board/forum being offered by the supplier, including specific instructions as to how the system can be accessed by the evaluation team
- Detailed product descriptions



*"With Microsoft, the training curve is next to none and the products are stable. Support from GE Capital Information Technology Solutions has been very good. I couldn't do it without them. I'm sure we will be calling on them in the future. "*

**Linda Hutchinson**  
**Manager of Network Services**  
**Integrion Financial Network**



In this section, GECITS presents our real-time electronic product and pricing catalog and electronic order tracking/status system. The system will meet all of the minimum requirements specified in Section VI, Requirement F1. To address the requirements specified in RFP Section VI, Requirements C.2.m, F1, and C3, within the context of the RFP evaluation criteria, we have organized our response according to the following headings:

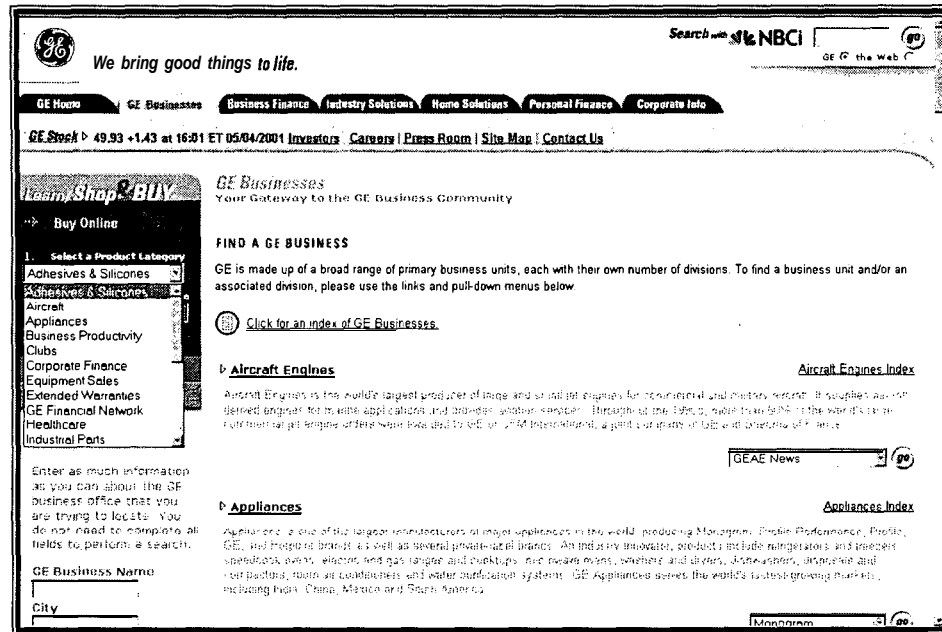
- ❑ Introduction
- ❑ GECITS' New California State Computer Store Portal
- ❑ Narrative Description of the System Proposed
  - ❧ GECITS' Electronic Product, Pricing Catalog, and Order Tracking/Status System - CycleConnect
  - ❧ Detailed Product Descriptions
  - ❧ Help Feature to Assist Customers
  - ❧ Customized Catalogs/Web Sites
  - ❧ Electronic Bulletin Board/Forum
  - ❧ Schematics of System Screens
- ❑ Ease of Use
- ❑ Electronic Access/Demonstration of the System and its Capabilities
- ❑ GE Software
- 0 summary

## ***Introduction***

GECITS is committed to providing a world class, on-line e-commerce solution to the State of California. Our commitment to e-commerce is a key directive from Jack Welch, former Chairman of the Board of the General Electric Company.

We understand that the State's core requirements of electronic product cataloging are thoroughness, accuracy, timeliness of data, and ease of use. We realize that these functions must smoothly integrate with the general flow of products and services research, selection, ordering, billing, tracking, receipt of product, and payment. GECITS' proposed solution will be the State's primary source for information gathering.

GECITS is a leader in developing Web sites that support product catalog and ordering functions. In fact, all GE businesses incorporate a robust Internet presence as part of their overall commitment to the evolution of transactional electronics. We demonstrate this in Figure C3-1.



**Figure C3-1. Sample GE Product/Ordering Web Site**

GECITS' global development team has employed GE's key principles of Six Sigma quality and development methodologies to create a best-of-breed e-commerce solution for the State of California. Our solutions consists of two parts:

- ✧ GECITS' California State Computer Store Portal. This is a custom portal that will link customer's to all the products and services GECITS offers via the State Store contract.
- ✧ GECITS' Electronic Product, Pricing Catalog, and Order Tracking/Status System – CycleConnect. CycleConnect is a standard, yet customizable, solution for the electronic procurement of any item in GECITS' extensive product and service catalog, and for tracking orders online.

We describe each of these parts in the following subsections.

## ***GECITS' New California State Computer Store Portal***

GECITS has developed a new State Computer Store Portal. This portal is a work in progress, and we look forward to working with the State to finalize the portal within 30 days of contract award and execution. Please note that some links are under construction.

On the next few pages, we provide a high level discussion of the portal. By providing our proposed portal, we **exceed** the minimum RFP requirements.

Figure C3-2 illustrates GECITS' new State Store portal. This portal will provide access to numerous sources of information, e-mail links, and our CycleConnect application. This portal will serve as the gateway for access to the primary State of California e-commerce site, as well as any customized client Web sites GECITS develops for individual agencies.



**Figure C3-2. GECITS' New California State Computer Store Portal**

The portal will offer multiple paths to access specific information. Figure C3-3 illustrates ten primary navigation links, which will all appear at the top of each screen. These context-sensitive links will appear on each screen of the portal to afford ease of use.



**Figure C3-3. Primary Navigation Links**

The following is an overview of the primary navigation links:

- ❑ “GE Home” links to the General Electric home page, which includes access to all GE businesses.
- ❑ “CSC Store Home” returns the user to the initial GECITS California State Computer Store Portal.
- ❑ “DGS Home” links to the Department of General Services. Through this site, users can obtain information pertaining to the Department.
- ❑ “GECITS Home” links to the GE Capital Information Technology Solutions home page. Here, users can see GECITS’ recently developed technology offerings.
- ❑ “GECITS Software” links users to a software specific Web site supported by GE, which provides information on all of our software vendors and their specific licensing programs.
- ❑ “CycleConnect” links users to our Web-based State Store product catalog. CycleConnect is also accessible through the Products and Pricing link.
- ❑ “News and Notes” links users to information on conferences, on-site seminars, and other special programs. Your local State Store staff will maintain the News and Notes page to ensure State Store customers are kept up-to-date regarding these programs.
- ❑ “Contact Us” links to a page that provides several choices. Users may select the On-Line State Store Directory Listing, which provides phone and e-mail information for all GECITS State Store personnel. For easy access, we also list account/sales managers and customer service/inside sales representatives according to the agencies they support in the



On-line Account Management Contacts section. This link also provides access to an on-line catalog survey. Via this survey, we will encourage users to provide feedback regarding products, catalog ease-of-use, Web site functionality, and several other topics. The information we gather from this survey will enable us to enhance the State Store Web site to its fullest potential.

- “Customer Service” links users to a page that serves as a ‘help’ tool, providing pointers on the Web site itself, as well as information on issue resolution, contact information, etc.
- ✍ “Contract Terms and Conditions” links the user to the DGS 90 14 terms and conditions

In addition to the navigation bar at the top of the portal, users will be able to utilize a number of other links in order to access a wealth of technology information tailored to the State Store contract.





As shown in Figure C3-4 (which highlights the left side of the portal), users can contact our State Store General Manager directly with any concerns or suggestions through an e-mail link. They will also be able to access the Bulletin Board or Help Desk. Through the GECITS Updates link, users can enter their e-mail address in order to receive GECITS updates. An additional benefit of partnering with a GE company is the State's access through the custom Web site to numerous additional resources such as GE Home, GE Businesses, Small Business, Industry Solutions, Home Solutions, Personal Finance, etc.



Figure C3-4 Portal Links – Left Side

On the right side of the portal, customers have a number of other links to choose from as shown in Figure C3-5. Many of these links will take users to pages containing information specific to GECITS' State Store offerings, while others will offer assistance to users.

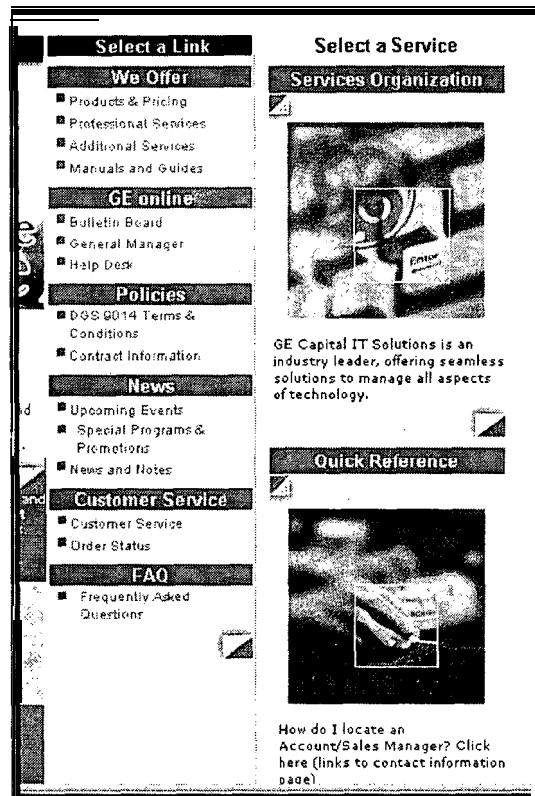


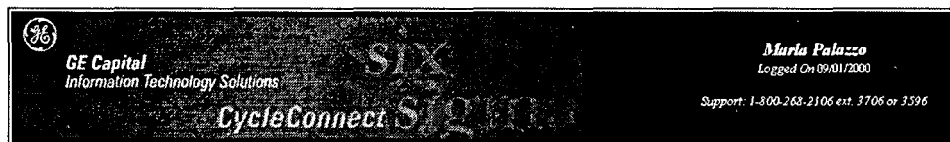
Figure C3-5. Portal Links – Right Side

## ***Narrative Description of the Proposed System***

In this section, GECITS provides a narrative description of our proposed system according to the following topics:

- ✍ GECITS' Electronic Product, Pricing Catalog, and Order Tracking/Status System – CycleConnect
- ✍ Detailed Product Descriptions
- ✍ Help Feature to Assist Customers
- ✍ Customized Catalogs/Web Sites
- ✍ Electronic Bulletin Board/Forum
- ✍ Schematics of System Screens

### **GECITS' Electronic Product, Pricing Catalog, and Order Tracking/Status System - CycleConnect**



CycleConnect is a feature-rich, Web-based e-commerce application that features an easy-to-use browser interface. CycleConnect allows users to view all the current products, services, and pricing, and provides product descriptions that are both efficient and user friendly. CycleConnect will be a prime source for gathering information regarding products and services offered under the contract.

GECITS will update the electronic catalog as manufacturer additions or changes are approved by the State Contract Administrator. As the definition of technology inevitably expands beyond its traditions, GECITS will continue to be responsive to the needs of the State, as we have under the current contract. DGS and GECITS have an excellent track record of working together to enable the efficient procurement of emerging technologies that benefit the needs of the State of California.

Users will be able to search CycleConnect for manufacturer, manufacturer part number, category, keyword description, and by Energy Star indicators.

CycleConnect will be able to electronically track orders from the State and/or other government entities. All customers will have access to order status (by line item) including open orders, back orders (including estimated time of shipment), partial orders, waybill tracking, and status of where the order is for configured orders. This information will be accessible by the purchase order number and the supplier's order number. Users will be able to investigate order status, regardless of whether the order was placed on-line by the State or by GECITS personnel. As long as the order information is in the system, it is available through CycleConnect to authorized users.

CycleConnect will electronically track prices, shipping method, date shipped, order number, and outstanding orders/back orders. If an agency requests a custom catalog, GECITS will be able to provide one that meet all the State's electronic product, pricing catalog, and tracking/status system requirements. It will also be capable of tracking total dollars spent and quantities purchased.

CycleConnect will provide State Store customers with the ability to create unlimited quotations, and the ability to place orders on-line. GECITS can restrict on-line ordering to certain users, or make this capability unavailable altogether until the State chooses to proceed with on-line ordering.

GECITS will work with the State to provide a means for the State, and other government entities, to electronically transmit standardized business documents such as quotation requests, purchase orders, management of contract software, invoices, and order status inquiries with integrity intact from system to system.

CycleConnect will communicate in, or to, Windows and/or Macintosh formats. CycleConnect will accommodate 200 simultaneous users, and GECITS will expand the system, at no additional charge, to accommodate the addition of new users throughout the term of the contract.

The information within CycleConnect will be updated with current information at least every 24 hours, no later than 6:00 a.m. Pacific Standard Time. CycleConnect will contain a customer satisfaction form that can be electronically mailed (or available on-line) to GECITS, and to the State Contract Administrator. We will work with the State Contract Administrator on the design of the form.

As part of our solution, GECITS will also provide an electronic bulletin board/forum for questions, concerns, testimonials, and information. The bulletin board/forum will serve as an additional form of communication to assist customers.



GECITS currently has approximately 700 customers using CycleConnect in the U.S. and Canada. Based on this experience, GECITS understands that the usability of the online catalog is of the utmost importance. As such, we have created a customized CycleConnect system that will meet and/or exceed the State's requirements for efficient, logical navigation; timely and accurate data; and customization and ease of use.

In the following subsections, we describe how CycleConnect will meet the RFP requirements. Some of these subsections describe topics pertaining to the system, while others describe administrative or general information pertaining to CycleConnect:

- ☐ Getting Started
- ☐ Main Menu
- ☐ Product Information
- ☐ Standards/Bundles
- ☐ Quote Management
- ☐ Order Information
  - ☐ Customer Service
  - ☐ Customer Profiles
- ☐ Reporting
  - ☐ Security
  - ☐ Features
  - ☐ Future Enhancements

The screen shots illustrated in this section are from a representative CycleConnect account, which is used for demonstration purposes only.

### ***Getting Started***

In order to use CycleConnect effectively, a user must have:

- ☒ Access to the Internet
- ☐ A Web Browser
  - ☒ Netscape Communicator 4.0 or higher recommended, or;
  - ☒ Microsoft Internet Explorer 4.0 or higher recommended



## Main Menu

Figure C3-6 illustrates the information available from the CycleConnect Main Menu.

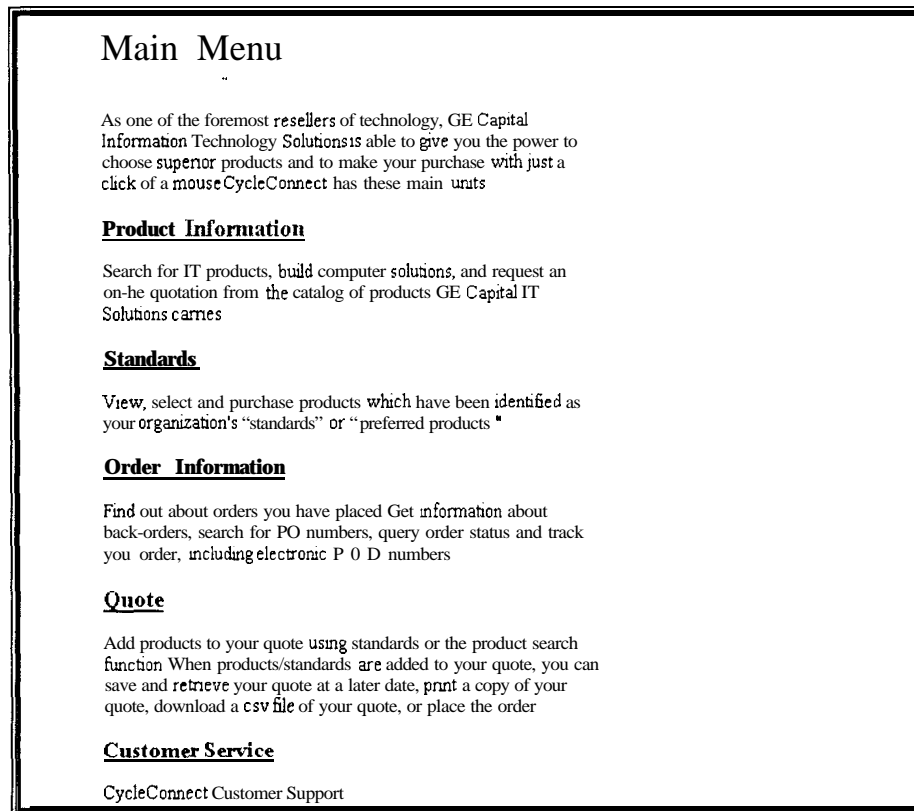


Figure C3-6. Main Menu

## Product Information

Hundreds of manufacturers and hundreds of thousands of products are available through the GECITS catalog, which is offered as a prime source for information gathering. Figure C3-7 illustrates the Product Information Screen.

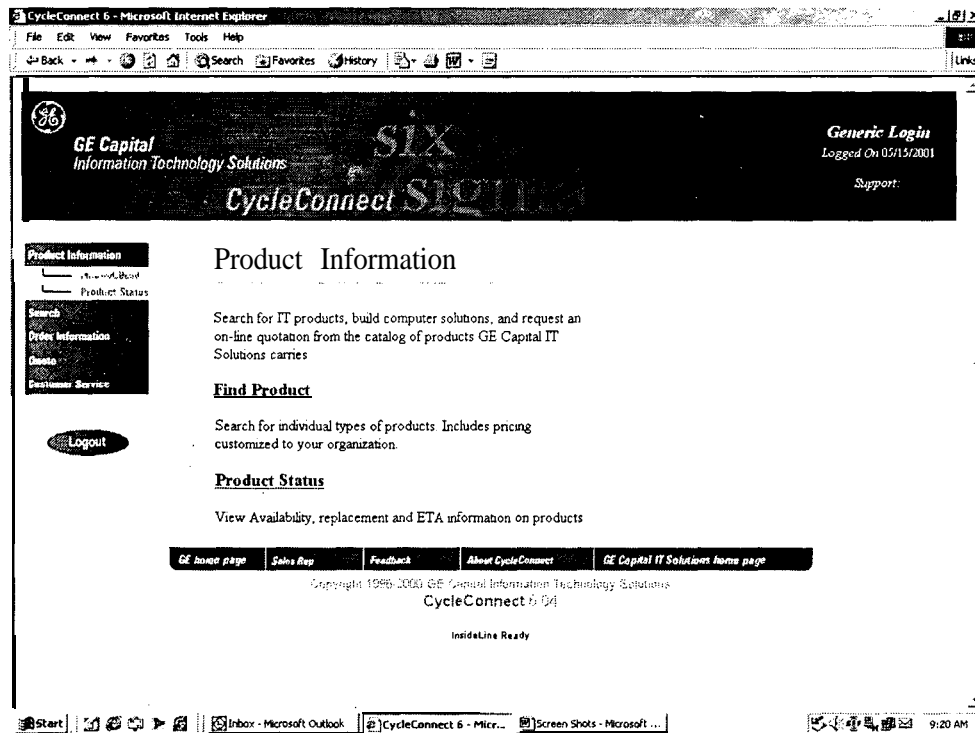


Figure C3-7. Product Information Screen

Once the user clicks on the “Find Product” link, the Find Product Screen will appear, as illustrated in Figure C3-8. Users can search for products by manufacturer, category, manufacturer part number, maximum price, specific keywords, and Energy Star indicators.

Figure C3-8. Find Product Screen



As illustrated in Figure C3-9, users will be able to choose from either a full or subset catalog list in menu drop-down format of predetermined manufacturers and categories.

The screenshot shows a web form titled "Find Product". It contains several input fields: "Manufacturer:" with a dropdown menu showing "HEWLETT-PACKARD COMP"; "Category:" with a dropdown menu showing a list of categories including "SERVER", "ROUTER MODULES", "SCANNERS", "SHRINKWRAP", "SPEAKER", "STORAGE SUBSYSTEMS", "SWITCH MODULES", "SWITCHBOX", "SWITCHES", "TAPE DRIVE", "TERMINATOR", "TONER", "UPS", "VENDOR ASSEMBLY INST", "VIDEO/TELEPHONY", "WAN SWITCHES", "WARRANTY CONTRACTS", "WARRANTY CONTRACTS -", and "WORKSTATION"; "G.E. Part Number:"; "Maximum Price:"; and "Keywords in the Description:". Below these fields is a note: "Please provide full or partial values field for partial searching. For software or Unix inquiries, please". To the right of the "Category:" dropdown is a "Search" button. Below the search button is a note: "the wildcard character \* in any". At the bottom of the form are three links: "GE home page", "Sales Rep", and "Feedback". To the right of these links is a link: "GE Capital IT Solutions home page". The copyright notice "Copyright 1996-2000" is visible at the bottom center.

**Figure C3-9. Find Product - Drop Down Categories**

Users can specify a maximum price, include discontinued/obsolete items in their search, and use the wildcard character (\*) in any field to broaden a search.